

# ARMY LODGING CUSTOMER SURVEY

## DIRECTIONS:

We want to know how well we are doing in serving you, our lodging customers.

Our sustained success depends on whether or not we're meeting your needs. You can help us to serve you better by taking a few moments to complete this survey based on your stay with us. Please choose only one response for each question.

Your comments are important to us!

## HOW WOULD YOU RATE THE QUALITY OF THE FOLLOWING?

	Very Poor
	Poor
	Adequate/OK
	Good
	Very Good

### I. SERVICE

- |  |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Service at Check-In (Friendliness, Speed, Efficiency)                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Service at Check-Out (Friendliness, Speed, Efficiency)                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Condition of Guest Rooms (Furniture and Furnishings)                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Housekeeping Services (Room Cleanliness, Amenities, Special Requests) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Condition of Public Areas (Lobby, Restrooms, Elevators)               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Overall Customer Service You Received During Your Stay                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

### DEMOGRAPHIC QUESTIONS

#### Gender:

- ☐ Female  
☐ Male

#### Status:

- ☐ Active Duty  
☐ Family Member  
☐ Civilian  
☐ Retired

#### Reason for Stay:

- ☐ PCS  
☐ TDY  
☐ Leisure/Vacation  
☐ Other

Please provide any additional comments here:

*Thank you for your time and effort, we truly appreciate it!!!*